

# **Social Media Assistance Services**

## **Unit**



## Social Media Assistance Services Unit

### 1. Introduction

The proposed project aims to set up a social media assistance services unit in Uttarakhand to cater to the growing demand from small businesses, local brands, NGOs, government departments, and individual entrepreneurs seeking to enhance their online presence. The unit will offer services such as social media account management, content creation, paid campaign management, brand strategy, and analytics reporting. The objective is to provide affordable and quality social media marketing support to organizations that do not have in-house expertise or resources for digital outreach.

Uttarakhand is witnessing a surge in new enterprises, tourism ventures, local product brands, and service startups that need effective online marketing to reach wider markets. However, most of them lack knowledge of social media marketing tools and strategies. This unit will bridge that gap by becoming a one-stop solution for their digital visibility needs, allowing them to focus on their core business while professionals handle their social media growth.

This venture will also create local employment opportunities for youth with creative and technical skills in digital marketing, content writing, and graphic designing. By developing a strong pool of digital professionals, it will help build a knowledge-based service industry in the state, contributing to employment generation and economic diversification.

### 2. Industry Overview

India's digital marketing industry has grown rapidly over the last decade, driven by increased internet penetration, smartphone usage, and the rise of e-commerce and online businesses. Social media marketing forms a significant part of this industry, with platforms like Facebook, Instagram, YouTube, and LinkedIn becoming crucial marketing channels for businesses of all sizes. Companies are shifting their marketing budgets from traditional media to social media due to its targeted reach and measurable results.

In Uttarakhand, sectors like tourism, hospitality, wellness, handicrafts, education, and local agro-products are increasingly adopting digital marketing to attract customers. However, most small and medium enterprises lack dedicated digital marketing teams. This has created a growing demand for third-party social media assistance agencies that can provide specialized services at affordable rates.

Government departments and NGOs are also using social media to spread awareness about schemes, events, and public campaigns. With the rise of influencer marketing and short-video



content, social media assistance has become a specialized service sector with long-term growth prospects in the state.

### 3. Products and Application

The unit will offer a comprehensive set of social media services including account setup and management, content calendar planning, copywriting, graphic design, video editing, social media advertising, community engagement, and performance analytics. Services will be customized according to the size, goals, and budget of each client.

Applications of these services include promoting local products, boosting tourism campaigns, building online reputation for professionals, running political or social campaigns, and increasing customer engagement for local shops, restaurants, or educational institutes. The unit will also provide reputation management services to monitor and respond to online feedback and reviews.

Clients will be offered monthly subscription packages or project-based contracts. The service will be delivered through digital collaboration tools, allowing it to cater to clients across Uttarakhand without geographical limitations.

### 4. Desired Qualification

The enterprise can be promoted by individuals with backgrounds in marketing, mass communication, IT, business management, or creative fields. While formal technical qualifications are not mandatory, understanding of social media platforms, digital marketing tools, and analytics is essential.

Hiring trained professionals like content creators, social media managers, and designers will be crucial to ensure quality output. Entrepreneurs must be skilled in business development, client servicing, and campaign strategy to build long-term client relationships.

Continuous upskilling through digital marketing certifications and exposure to new platforms and tools will be important for maintaining competitive advantage in this fast-evolving industry.

### 5. Business Outlook and Trend

The business outlook for social media assistance services is highly promising, as businesses of all scales are shifting towards digital-first strategies. With marketing budgets increasingly being diverted from traditional channels to social media, there is a continuous rise in demand for specialized agencies and professionals who can manage multi-platform campaigns.

Trends shaping the industry include the rise of influencer marketing, short-form video content, live commerce, AI-driven content scheduling, and performance-based ad campaigns. Clients



now expect data-driven insights and ROI-focused strategies from social media service providers.

As more MSMEs and startups come up in Uttarakhand, they will seek affordable local agencies rather than hiring costly metro-based firms, creating a steady and expanding market for this venture.

## 6. Market Potential and Market Issues

Market potential exists across multiple sectors including tourism operators, hotels, local product brands, restaurants, wellness centers, educational institutes, and government departments. Thousands of small enterprises in Uttarakhand are looking to expand their reach beyond local markets through social media presence.

Market issues include the need to build trust among traditional businesses unfamiliar with digital marketing, price sensitivity of small clients, and rapid changes in platform algorithms which require constant upskilling. There is also competition from freelancers offering low-cost but inconsistent services.

These challenges can be addressed through transparent pricing, delivering measurable results, offering training and workshops to educate clients, and maintaining high service quality and responsiveness to build long-term relationships.

## 7. Raw Material and Infrastructure

The main inputs are digital devices like computers, graphic tablets, smartphones, cameras, and licensed software for design, editing, and analytics. Cloud-based collaboration tools and social media management platforms will be required for smooth operations.

Infrastructure will include an office space of about 1500–2000 sq. ft. with workstations, meeting rooms, a small photo-video studio corner, high-speed internet, and power backup. A central content repository and project management system will be created to manage client accounts efficiently.

The unit will also need subscriptions to various digital tools like Canva, Adobe Creative Suite, Meta Business Suite, Buffer, and analytics dashboards to ensure professional output.

## 8. Operational Flow and Flow Chart

The operational process will start with client onboarding and requirement assessment. Based on this, a content strategy and calendar will be created. The creative team will then develop posts, videos, and graphics, which will be scheduled and published by social media managers. Campaign performance will be tracked, and monthly reports will be shared with clients.



Feedback from clients will be incorporated to improve content strategies. Regular brainstorming, trend monitoring, and competitive analysis will ensure creativity and relevance. This structured approach ensures timely delivery and measurable impact for all clients.

**Flow Chart:**

**Client Onboarding → Requirement Analysis → Content Strategy → Content Creation → Publishing & Campaign Execution → Monitoring & Reporting → Feedback & Optimization**

## 9. Target Beneficiaries

The primary beneficiaries will be small and medium businesses, tourism operators, local brands, startups, NGOs, and government departments that need affordable and professional social media marketing. Educational institutes and wellness centers can also benefit by improving their digital outreach.

Local youth with creative and technical skills will benefit from employment as social media managers, designers, video editors, and copywriters. Training opportunities will enhance their employability in the growing digital economy.

Consumers will indirectly benefit from increased awareness about local products, tourism destinations, and public campaigns promoted through social media.

## 10. Suitable Locations

Suitable locations for setting up the main office include Dehradun, Haridwar, Rudrapur, and Haldwani due to their good internet connectivity, availability of skilled manpower, and access to major business hubs. These cities also have many potential clients like hotels, institutions, and startups.

Satellite branches can later be opened in towns like Rishikesh, Almora, and Pauri to cater to local enterprises. Cloud-based systems will allow remote servicing of clients in hill districts without physical presence.

Setting up in co-working spaces initially can help reduce setup costs and offer networking opportunities with potential clients.



## 11. Manpower Requirement

Initially, the unit will require around 25 people including 1 creative director, 3 social media strategists, 6 content creators, 4 graphic designers, 3 video editors, 3 ad campaign managers, and 5 administrative and sales staff.

Hiring local graduates from communication, IT, and arts backgrounds will help build a skilled workforce. Regular workshops will be held to train the team on new tools, platform updates, and creative trends.

A flexible work structure with performance-based incentives will help retain talented employees and encourage productivity.

## 12. Implementation Schedule

| Activity                                     | Timeline (Months) |
|--|-------------------|
| DPR preparation and registration             | 0–2               |
| Office setup and infrastructure installation | 2–3               |
| Recruitment and training of staff            | 3–4               |
| Client outreach and pilot projects           | 4–6               |
| Full-scale service launch                    | 6–7               |



### 13. Estimated Project Cost

| Cost Head                             | Amount (INR) |
|---------------------------------------|--------------|
| Office setup and furniture            | 8,00,000     |
| Computers, studio, and digital tools  | 12,00,000    |
| Software licenses and cloud platforms | 5,00,000     |
| Salaries and training (first year)    | 18,00,000    |
| Marketing and business development    | 5,00,000     |
| Working capital buffer                | 2,00,000     |
| Total Estimated Cost                  | 50,00,000    |

### 14. Means of Finance

The project can be financed through 30% promoter equity, 55% term loan from banks or SIDBI, and 15% subsidy under state startup and IT promotion schemes. MSME registration will help access credit-linked capital subsidies.

Private investors and digital marketing agencies may also be approached for equity partnerships. Working capital can be raised through revenue-based financing or advance payments from clients.

Financial planning will ensure adequate cash flow during the initial months till a stable client base is established.

### 15. Revenue Streams

Revenue will primarily come from monthly subscription packages offered to clients for social media management. Project-based campaigns for festivals, events, and product launches will provide additional income.

Workshops and training programs on social media marketing for local entrepreneurs can also generate revenue. Affiliate marketing and brand collaborations can be explored as secondary income sources.



Over time, offering white-label social media services to other marketing agencies can diversify revenue streams.

## 16. Profitability Streams

Profitability will be driven by scalable operations, where the same team can handle multiple client accounts, maximizing revenue per employee. As the client base grows, operational costs per client will reduce, increasing profit margins.

High-value services like performance marketing, influencer campaigns, and video content production will offer better margins. Long-term retainers from clients will stabilize cash flows and reduce marketing costs.

Developing proprietary content templates and automation tools will further improve efficiency and profitability.

## 17. Break-even Analysis

| Parameter                | Estimate     |
|--------------------------|--------------|
| Total project cost       | 50,00,000    |
| Average monthly revenue  | 7,00,000     |
| Average monthly expenses | 4,00,000     |
| Monthly net surplus      | 3,00,000     |
| Break-even period        | 18–20 months |

## 18. Marketing Strategies

Marketing will focus on building credibility through case studies, testimonials, and sample campaigns. Outreach will be done through networking events, local business associations, and startup forums.

Search engine marketing, targeted social media ads, and collaborations with local influencers will help generate client leads. Offering discounted pilot packages can build initial trust and demonstrate results.





Content marketing through blogs, videos, and social media pages of the agency will establish thought leadership and attract inbound clients.

## 19. Machinery Required and Vendors

| Equipment/Setup                      | Quantity   | Purpose  | Suggested Vendors (Uttarakhand) |
|--------------------------------------|------------|--|---------------------------------|
| High-end computers and laptops       | 10         | Content creation, designing, and campaign management | Dehradun IT suppliers           |
| Graphic tablets and accessories      | 5          | Designing and creative artwork                       | Haridwar computer vendors       |
| DSLR camera and lighting setup       | 1          | Photo and video shoots                               | Selaqui media equipment dealers |
| Video editing and recording software | 5 licenses | Editing and producing content                        | Rudrapur software resellers     |
| Office furniture and workstations    | 1 set      | Setting up the studio and office                     | Haldwani MSME suppliers         |

## 20. Environmental Benefits

The unit will operate as a low-resource service business with minimal environmental footprint. It will promote paperless operations, cloud storage, and remote collaboration to reduce physical travel and paper usage.

By helping businesses shift to digital marketing, it will indirectly reduce the need for printed advertising materials like brochures, banners, and flyers, thereby reducing solid waste and printing emissions.

Energy-efficient equipment and renewable power options like rooftop solar panels can be adopted to further reduce the environmental impact of operations.



## 21. Future Opportunities

Future opportunities include expanding services to other states, developing niche expertise in sectors like tourism or wellness, and offering influencer network management. Building proprietary analytics tools can create intellectual property and licensing income.

Franchising the model in other hill towns or Tier-3 cities can enable rapid expansion. Offering multilingual content creation can open new markets in Hindi and regional language campaigns.

The unit can evolve into a full-service digital marketing agency from Uttarakhand, creating a vibrant creative industry ecosystem in the state.

### Disclaimer

Only a few machine manufacturers are mentioned in the profile, although many machine manufacturers are available in the market. The addresses given for machinery manufacturers have been taken from reliable sources, to the best of knowledge and contacts. However, no responsibility is admitted, in case any inadvertent error or incorrectness is noticed therein. Further the same have been given by way of information only and do not imply any recommendation.

